

SAN BERNARDINO COUNTY

AT YOUR SERVICE

RESIDENT GUIDE



RESIDENT GUIDE

WWW.SBCOUNTY.GOV  
(888) 818-8988



# A Letter from the County Administrative Officer



**MARK H. UFFER**  
County Administrative Officer

**COUNTY OF  
SAN BERNARDINO**  
**County Administrative Office**  
385 North Arrowhead Avenue  
San Bernardino, CA 92415-0120  
(909) 387-5418  
FAX: (909) 387-5430

## BOARD OF SUPERVISORS

Brad Mitzelfelt . . . . . First District  
Paul Biane . . . . . Second District  
Neil Derry . . . . . Third District  
Gary C. Ovitt, Chair . . . . . Fourth District  
Josie Gonzales, Vice Chair . . . . . Fifth District

## A Letter from the County Administrative Officer

Fellow Residents of San Bernardino County:

This *At Your Service Guide* is designed to put information about San Bernardino County's most frequently used government services in a convenient format that you can customize on the back cover with additional information of your own. Whether you're a long-time resident or new to the region, the guide's aim is to help you access everything from earthquake preparedness to pest control, from camping permits to wedding licenses.

San Bernardino County is growing. We've gained 300,000 new residents since the year 2000, and we expect another 300,000 to relocate by 2012. That's the equivalent of adding two cities the size of San Bernardino in little more than a decade.

Growth of that magnitude requires increased services — and effective tools to enable natives and newcomers alike to find information about where to turn for help. Not only is our county growing quickly, San Bernardino County is the largest county in the contiguous United States, so we have to spread services geographically farther than most counties and even some states — 24 cities and more than 20,000 square miles. We work to coordinate delivery of services with municipal governments as well, so you'll find general contact information for every city in the county included in these pages.

To make this guide as useful as possible, we talked with county residents and employees in focus groups. They helped us identify values and opportunities that make our county special. This guide draws on their suggestions in its organization, appearance, and the overriding theme: *At Your Service*.

We've all experienced the splendor and spirit that makes this county great. With this guide I hope you will become equally familiar with the strength, expertise and responsiveness of your county government. The services we provide are intended to help San Bernardino County residents and our region achieve our full potential. Finally, even more information is available on the county's web site at [www.sbcounty.gov](http://www.sbcounty.gov). All of us who work for San Bernardino County government are here to help, and we're proud to be *At Your Service*.

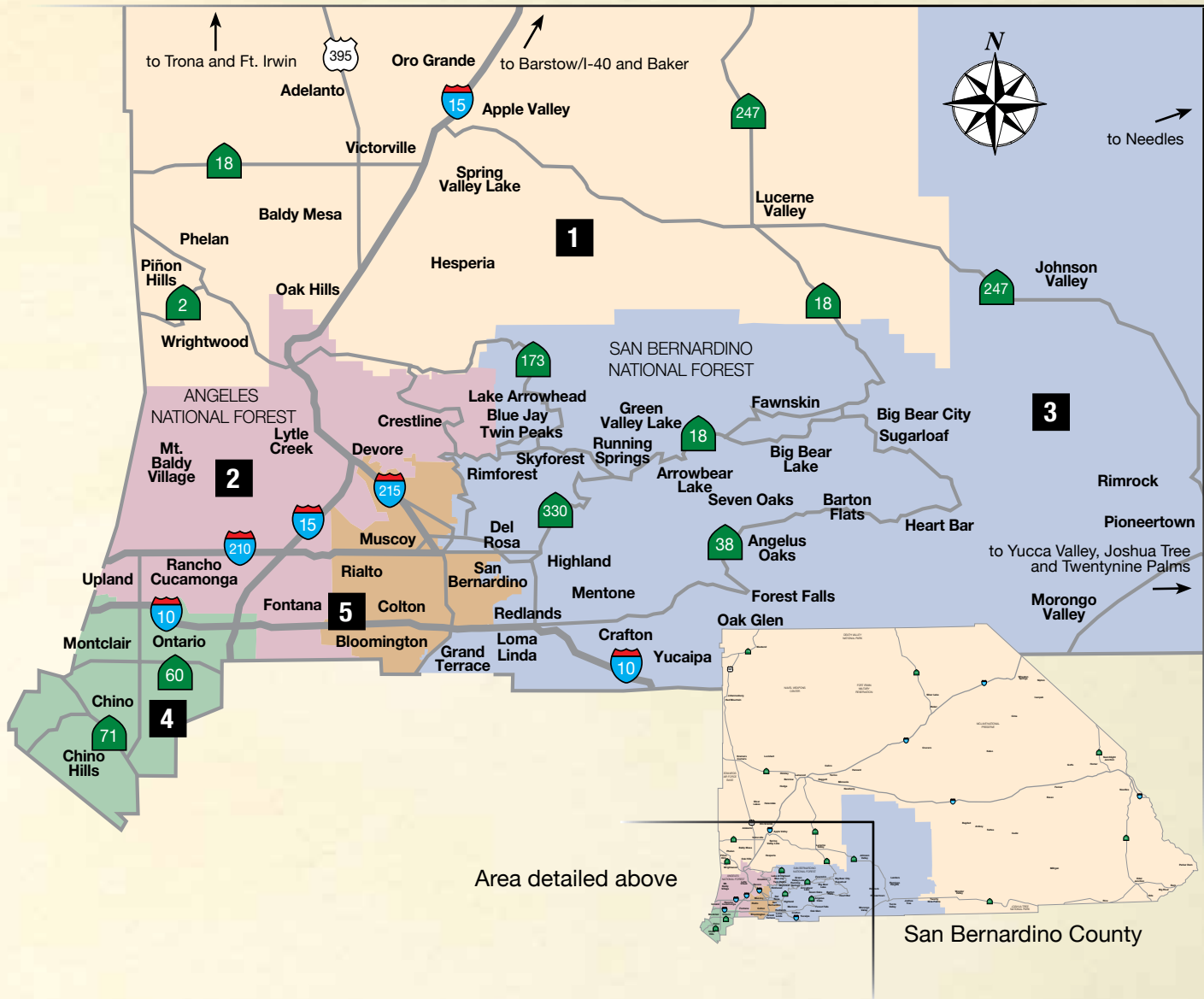


**Mark H. Uffer**  
County Administrative Officer

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# San Bernardino County Supervisorial Districts



## San Bernardino County Board of Supervisors



**1**

**Brad Mitselfelt**  
First District  
(909) 387-4830



**2**

**Paul Biane**  
Second District  
(909) 387-4833



**3**

**Neil Derry**  
Third District  
(909) 387-4855



**4**

**Gary C. Ovitt, Chair**  
Fourth District  
(909) 387-4866



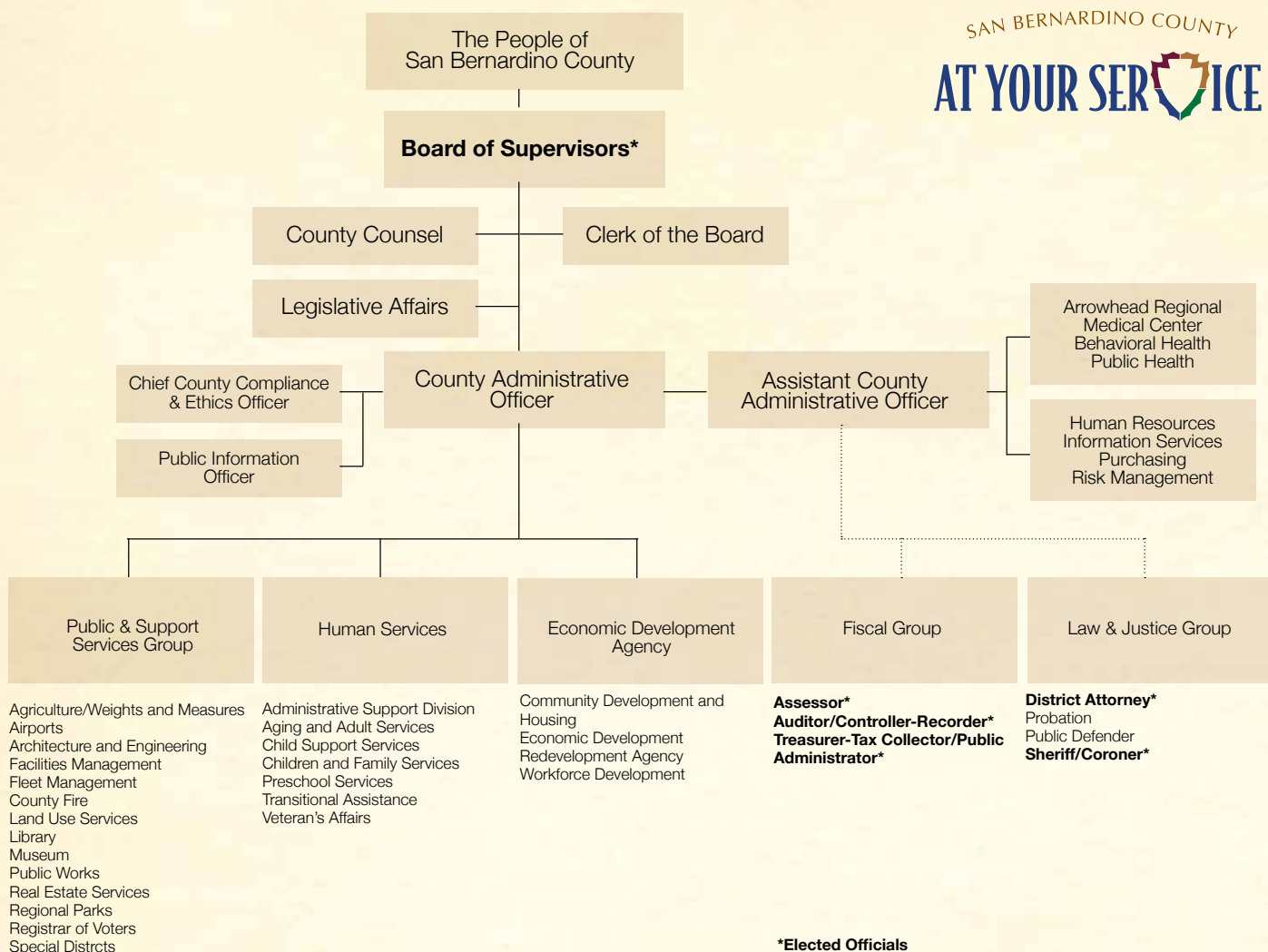
**5**

**Josie Gonzales, Vice Chair**  
Fifth District  
(909) 387-4565

Find other elected representatives  
[www.sbcrov.com](http://www.sbcrov.com)



# San Bernardino County Organizational Chart



\*Elected Officials

## San Bernardino County Facts and Figures

**SIZE:** 20,160 square miles (largest county in the contiguous United States by area)

**ELEVATION:** Highest Elevation, Mt. San Geronio, 11,502 ft.

**INCORPORATED CITIES:** 24

### POPULATION BY CITY

Incorporated City	Total 1/1/2008 Estimated Population
Adelanto	28,181
Apple Valley	70,092
Barstow	23,952
Big Bear Lake	6,256
Chino	82,670

Chino Hills	78,957
Colton	51,918
Fontana	188,498
Grand Terrace	12,543
Hesperia	87,820
Highland	52,503
Loma Linda	22,632
Montclair	37,017
Needles	5,807
Ontario	173,690
Rancho Cucamonga	174,308
Redlands	71,807
Rialto	99,767
San Bernardino	205,493

Twentynine Palms	27,966
Upland	75,137
Victorville	107,408
Yucaipa	52,063
Yucca Valley	21,268
<b>Total Incorporated</b>	<b>1,757,753</b>
<b>Total Unincorporated</b>	<b>298,013</b>
<b>County Population Total</b>	<b>2,055,766</b>

Source: State of California, Department of Finance, E-1: Population  
Estimate with Annual Percentage Change-January 1, 2007 and 2008.  
Sacramento, California, May 2008.

# San Bernardino County Cities and Towns

## **Adelanto**

11600 Air Expressway  
Adelanto, CA 92301  
(760) 246-2300  
[www.ci.adelanto.ca.us](http://www.ci.adelanto.ca.us)  
*District 1*

## **Apple Valley**

14955 Dale Evans Parkway  
Apple Valley, CA 92307  
(760) 240-7000  
[www.applevalley.org](http://www.applevalley.org)  
*District 1*

## **Barstow**

220 E. Mountain View St.  
Barstow, CA 92311  
(760) 256-3531  
[www.barstowca.org](http://www.barstowca.org)  
*District 1*

## **Big Bear Lake**

39707 Big Bear Blvd.  
Big Bear Lake, CA 92315  
(909) 866-5831  
[www.citybigbearlake.com](http://www.citybigbearlake.com)  
*District 3*

## **Chino**

13220 Central Ave.  
Chino, CA 91710  
(909) 627-7577  
[www.cityofchino.org](http://www.cityofchino.org)  
*District 4*

## **Chino Hills**

14000 City Center Dr.  
Chino Hills, CA 91709  
(909) 364-2600  
[www.chinohills.org](http://www.chinohills.org)  
*District 4*

## **Colton**

650 N. La Cadena Dr.  
Colton, CA 92324  
(909) 370-5099  
[www.ci.colton.ca.us](http://www.ci.colton.ca.us)  
*District 5*

## **Fontana**

8353 Sierra Ave.  
Fontana, CA 92335  
(909) 350-7600  
[www.fontana.org](http://www.fontana.org)  
*Districts 2, 5*

## **Grand Terrace**

22795 Barton Rd.  
Grand Terrace, CA 92313  
(909) 824-6621  
[www.cityofgrandterrace.org](http://www.cityofgrandterrace.org)  
*District 3*

## **Hesperia**

9700 Seventh Ave.  
Hesperia, CA 92345  
(760) 947-1000  
[www.cityofhesperia.us](http://www.cityofhesperia.us)  
*District 1*

## **Highland**

27215 Base Line St.  
Highland, CA 92346  
(909) 864-6861  
[www.ci.highland.ca.us](http://www.ci.highland.ca.us)  
*District 3*

## **Loma Linda**

25541 Barton Rd.  
Loma Linda, CA 92354  
(909) 799-2800  
[www.ci.loma-linda.ca.us](http://www.ci.loma-linda.ca.us)  
*District 3*

## **Montclair**

5111 Benito St.  
Montclair, CA 91763  
(909) 626-8571  
[www.ci.montclair.ca.us](http://www.ci.montclair.ca.us)  
*District 4*

## **Needles**

817 Third St.  
Needles, CA 92363  
(760) 326-2113  
[www.cityofneedles.com](http://www.cityofneedles.com)  
*District 1*

## **Ontario**

303 East "B" St.  
Ontario, CA 91764  
(909) 395-2000  
[www.ci.ontario.ca.us](http://www.ci.ontario.ca.us)  
*District 4*

## **Rancho Cucamonga**

10500 Civic Center Dr.  
Rancho Cucamonga, CA 91730  
(909) 477-2700  
[www.ci.rancho-cucamonga.ca.us](http://www.ci.rancho-cucamonga.ca.us)  
*District 2*

## **Redlands**

35 Cajon St.  
Redlands, CA 92373  
(909) 798-7500  
[www.ci.redlands.ca.us](http://www.ci.redlands.ca.us)  
*District 3*

## **Rialto**

150 S. Palm Ave.  
Rialto, CA 92376  
(909) 820-2525  
[www.rialtoca.gov](http://www.rialtoca.gov)  
*District 5*

## **San Bernardino**

300 North "D" St.  
San Bernardino, CA 92418  
(909) 384-5211  
[www.ci.san-bernardino.ca.us](http://www.ci.san-bernardino.ca.us)  
*Districts 3, 5*

## **Twentynine Palms**

6136 Adobe Rd.  
Twentynine Palms, CA 92277  
(760) 367-6799  
[www.ci.twentynine-palms.ca.us](http://www.ci.twentynine-palms.ca.us)  
*District 1*

## **Upland**

460 N. Euclid Ave.  
Upland, CA 91786  
(909) 931-4100  
[www.ci.upland.ca.us](http://www.ci.upland.ca.us)  
*District 2*

## **Victorville**

14343 Civic Dr.  
Victorville, CA 92393  
(760) 955-5000  
[www.ci.victorville.ca.us](http://www.ci.victorville.ca.us)  
*District 1*

## **Yucaipa**

34272 Yucaipa Blvd.  
Yucaipa, CA 92399  
(909) 797-2489  
[www.yucaipa.org](http://www.yucaipa.org)  
*District 3*

## **Yucca Valley**

57090 Twentynine Palms Hwy.  
Yucca Valley, CA 92284  
(760) 369-7207  
[www.yucca-valley.org](http://www.yucca-valley.org)  
*District 3*

## LEGEND

### **District 1:**

Brad Mitzelfelt (909) 387-4830

### **District 2:**

Paul Biane (909) 387-4833

### **District 3:**

Neil Derry (909) 387-4855

### **District 4:**

Gary C. Ovitt (909) 387-4866

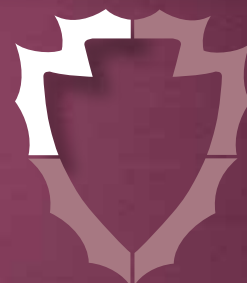
### **District 5:**

Josie Gonzales (909) 387-4565



# Healthy Communities, Smart Growth and Green County

Promoting healthy communities and smart growth starts with the physical and mental health of our citizens. It also means making wise choices about how and where we expand businesses, residential communities, agricultural and industrial activities. County government is focused on developing sustainable resources, including energy, to ensure long-term prosperity. Another priority is helping residents access educational resources and develop the competitive skills that will serve them well in the emerging economy.



**HEALTHY COMMUNITIES,  
SMART GROWTH AND  
GREEN COUNTY**

## Basic Resident Information

**EMERGENCY . . . . . 911**

**Non-emergency health & social service referrals . . . . 211**  
..... or call (888) 435-7565

<b>Childcare</b>	<b>Food</b>	<b>Housing</b>
<b>Donations</b>	<b>Healthcare</b>	<b>Volunteering</b>
<b>Emergency Shelter</b>	<b>Homelessness</b>	<b>www.211sb.org</b>

Assessor . . . . . (909) 387-8307  
..... (877) 885-7654  
*Exemptions, title transfers, other property and tax information*  
[www.sbcounty.gov/assessor](http://www.sbcounty.gov/assessor)

Assessment Appeals . . . . . (909) 387-4413  
[www.sbcounty.gov/assessmentappeals](http://www.sbcounty.gov/assessmentappeals)

Auditor/Controller-Recorder . . . . . (909) 387-8322  
..... (866) 227-3880  
*Marriage licenses, fictitious business names, notary, other registrations, birth/death/marriage certificates, recording services*  
[www.sbcounty.gov/acr](http://www.sbcounty.gov/acr)

Birth and Death Records . . . . . (909) 381-8990  
*Vital Statistics Office: events occurring in current year and previous year*

California Employment Development Department  
*Unemployment claims, search job listings, training opportunities*  
[www.edd.ca.gov](http://www.edd.ca.gov)

California State Attorney General  
*Consumer protection*  
[www.ag.ca.gov](http://www.ag.ca.gov)

Community Action Partnership . . . . . (909) 723-1500  
*Food bank, motel vouchers, transportation, utility and weatherization assistance*  
[www.capsbc.org](http://www.capsbc.org)

Community Development & Housing . . . . . (909) 388-0800  
*Home ownership assistance, purchase, improvement, repair, emergency shelter, fair housing, tenant/landlord mediation*  
[www.sbcounty.gov/eda/cdh](http://www.sbcounty.gov/eda/cdh)

County Workforce Development Department . . . . (800) 451-JOBS  
*Job seeker services, job training assistance*  
[www.csb-win.org](http://www.csb-win.org)

Foreclosure Assistance – HUD counseling . . . . . (800) 569-4287  
[www.hud.gov/foreclosure/index.cfm](http://www.hud.gov/foreclosure/index.cfm)

Inland Empire Economic Recovery Corporation . . . (877) 418-7943  
*Foreclosure prevention, home buyer education assistance and seminars*  
[www.ieerc.org](http://www.ieerc.org)



Office of Homeless Services. . . . . (909) 387-7448  
[www.sbcounty.gov/ohs](http://www.sbcounty.gov/ohs)

Public Administrator . . . . . (909) 387-6249  
*Estate management for deceased without executors, estate property sales*  
[www.mypublicadministrator.com](http://www.mypublicadministrator.com)

Registrar of Voters. . . . . (909) 387-8300  
[www.sbcrov.com](http://www.sbcrov.com)

Report Suspected Fraud or Abuse of County Resources. . . . . (800) 547-9540  
[www.sbcounty.gov/acr/hotline.htm](http://www.sbcounty.gov/acr/hotline.htm)

Treasurer-Tax Collector. . . . . (909) 387-8308  
*Property tax bills and payment options, tax sales, mobile home tax clearance certificates, transient occupancy tax filings*  
[www.mytaxcollector.com](http://www.mytaxcollector.com)

## Education

### Colleges & Universities

Barstow College. . . . . (760) 252-2411  
[www.barstow.edu](http://www.barstow.edu)

California State University, San Bernardino . . . . . (909) 537-5000  
[www.csusb.edu](http://www.csusb.edu)

Chaffey College . . . . . (909) 652-6000  
[www.chaffey.edu](http://www.chaffey.edu)

Copper Mountain Community College . . . . . (760) 366-3791  
[www.cmccd.edu](http://www.cmccd.edu)

Crafton Hills College. . . . . (909) 794-2161  
[www.craftonhills.edu](http://www.craftonhills.edu)

Loma Linda University . . . . . (800) 422-4558  
[www.llu.edu](http://www.llu.edu)

San Bernardino Community College District . . . . . (909) 382-4000  
[www.sbccd.org](http://www.sbccd.org)

San Bernardino Valley College . . . . . (909) 384-4400  
[www.valleycollege.edu](http://www.valleycollege.edu)

University of Redlands . . . . . (909) 793-2121  
[www.redlands.edu](http://www.redlands.edu)

Victor Valley Community College. . . . . (760) 245-4271  
[www.vvc.edu](http://www.vvc.edu)

### Preschool Services

Head Start: State Preschool Program. . . . . (909) 383-2000  
[www.sbcounty.gov/psd](http://www.sbcounty.gov/psd)

### San Bernardino County Superintendent of Schools

Kindergarten-12 . . . . . (909) 888-3228  
[www.sbcss.k12.ca.us](http://www.sbcss.k12.ca.us)

## Green County/Recycling

### Air Quality

Report vehicles with excessive fumes. . . . . (800) CUTSMOG  
[www.aqmd.gov/](http://www.aqmd.gov/)

### Agriculture/Weights and Measures

Consumer protection, pest control advice, farmers markets . . . . . (800) 734-9459  
[www.sbcounty.gov/awm](http://www.sbcounty.gov/awm)

### Aging and Adult Services

- Serves 780,000 meals to seniors annually

### Agriculture/Weights & Measures

- Verifies quality standards for more than 12,000,000 eggs annually
- Checks price accuracy on nearly 40,000 store items annually

### Public Health

- Provides approximately 33,000 immunizations annually



**Paper or plastic?** Now you can say no to both. San Bernardino has the popular, sturdy, reusable and recyclable Green County bags available for purchase. See [www.sbcounty.gov](http://www.sbcounty.gov) for locations.

### Green County

Go to: [www.sbcounty.gov/greencountysb](http://www.sbcounty.gov/greencountysb) for information on: *Energy incentives, building fee waivers, Green Building Program, landscaping tips and rebate programs*

County Code Enforcement . . . . . (800) 722-3181  
*Report abandoned vehicles, discarded debris, vegetation abatement and off-highway vehicle complaints*  
[www.sbcounty.gov/landuseservices/code\\_enforcement](http://www.sbcounty.gov/landuseservices/code_enforcement)

Green Building Program. . . . . (909) 387-4244  
*Priority inspections, accelerated plan review and fee waivers for projects meeting energy efficient standards*

Landfill locations recycling/waste disposal info . . . (909) 386-8701  
[www.sbcounty.gov/dpw/solidwaste](http://www.sbcounty.gov/dpw/solidwaste)

Household Hazardous Waste Disposal . . . . . (800) 645-9228  
*Cleaners, batteries, oil, pool/lawn/pest products, paint, medications, electronic waste*  
[www.sbcfire.org/hazmat/hhw.asp](http://www.sbcfire.org/hazmat/hhw.asp)

Non-Hazardous Materials Exchange Service. . . . . (800) 722-8004  
*Find other users for materials that might otherwise be discarded into landfills*  
[www.sbcountymax.org](http://www.sbcountymax.org)

# Healthy Communities, Smart Growth and Green County

## Resident Assistance

### Behavioral Health Services

Department call center, **24/7**: . . . . . (888) 743-1478  
. . . . . (909) 381-2420  
[www.sbcounty.gov/dbh/CrisisServices](http://www.sbcounty.gov/dbh/CrisisServices)

### Behavioral Health Clinics

Barstow Counseling Center . . . . . (760) 256-5026  
Mesa Counseling Center, Rialto . . . . . (909) 421-9200  
Needles Behavioral Health Center. . . . . (760) 326-9313  
Phoenix Community Counseling Center,  
San Bernardino . . . . . (909) 387-7200  
Upland Community Counseling . . . . . (909) 579-8100  
Victor Valley Behavioral Health . . . . . (760) 955-1777  
Vista Community Counseling, Fontana . . . . . (909) 854-3420

### Children and Family Services

#### Child Abuse Hotline. . . . . (800) 827-8724

Children and Family Services Administration. . . . . (909) 388-0242  
[www.sbcounty.gov/dcs](http://www.sbcounty.gov/dcs)

Barstow . . . . . (760) 255-5400  
Needles . . . . . (760) 326-9275  
Rancho Cucamonga. . . . . (909) 945-3762  
Rialto . . . . . (909) 421-7711  
San Bernardino (Carousel Mall). . . . . (909) 388-1900  
San Bernardino (Gifford St.). . . . . (909) 386-1100  
Victorville. . . . . (760) 243-6640  
Yucca Valley . . . . . (760) 228-5300

### Child Support Services

Department of Child Support Services . . . . . (866) 901-3212  
[www.sbcounty.gov/dcsc](http://www.sbcounty.gov/dcsc)

### Food Banks

Community Action Partnership Food Bank . . . . . (909) 723-1580  
[www.capsbc.org/foodbank](http://www.capsbc.org/foodbank)

### Hospitals

ARMC (Arrowhead Regional Medical Center),  
Colton . . . . . (909) 580-1000  
ARMC Family Health Centers (FHC) . . . . . (909) 422-8029  
Arrowhead Fontana FHC (Fontana)  
Arrowhead McKee FHC (San Bernardino)  
Arrowhead Westside FHC (San Bernardino)  
Barstow Community Hospital . . . . . (760) 256-1761  
Bear Valley Community Hospital, Big Bear Lake (909) 866-6501  
Chino Valley Medical Center . . . . . (909) 464-8600  
Desert Valley Hospital, Victorville . . . . . (760) 241-8000  
Kaiser Foundation Hospital, Fontana . . . . . (909) 427-5000  
Loma Linda University Medical Center . . . . . (909) 558-4000

Montclair Hospital Medical Center . . . . . (909) 625-5411  
Mountains Community Hospital,  
Lake Arrowhead . . . . . (909) 336-3651  
Redlands Community Hospital . . . . . (909) 335-5500  
San Antonio Community Hospital, Upland . . . . . (909) 985-2811  
San Bernardino Community Hospital . . . . . (909) 887-6333  
St. Bernardine Medical Center . . . . . (909) 883-8711  
St. Mary's Medical Center, Apple Valley. . . . . (760) 242-2311  
Victor Valley Community Hospital, Victorville. . . . . (760) 245-8691

### Public Health Department

Public Health Clinics . . . . . (800) 782-4264  
[www.sbcounty.gov/pubhlth/](http://www.sbcounty.gov/pubhlth/)

Appointment and Information Line . . . . . (800) 722-4777

Adelanto	Hesperia	Redlands
Barstow	Joshua Tree	San Bernardino
Big Bear	Needles	
Fontana	Ontario	

Healthy San Bernardino County  
*Community health data and resources*  
[www.healthysanbernardinocounty.org](http://www.healthysanbernardinocounty.org)

Tuberculosis Clinic . . . . . (800) 722-4794  
HIV/AIDS Clinic. . . . . (909) 383-3060

### Restaurant Ratings

Restaurant Ratings. . . . . (909) 884-4056  
*Food establishment complaints, recalls*  
[www.sbcounty.gov/dehs](http://www.sbcounty.gov/dehs)

### Senior Information & Assistance

#### Elder Abuse Hotline. . . . . (877) 565-2020

Department of Aging and Adult Services  
[www.sbcounty.gov/daas](http://www.sbcounty.gov/daas)

Nutrition Programs General Information . . . . . (800) 510-2020  
Public Guardian, Conservator. . . . . (909) 798-8500

### Senior Centers

Barstow Senior Center . . . . . (760) 256-5023  
Big Bear Parks and Recreation . . . . . (909) 584-0323  
Bonnie Baker Senior Citizens Club,  
Big River . . . . . (760) 665-2667  
City of Montclair . . . . . (909) 626-8571  
City of San Bernardino . . . . . (909) 384-5434  
Crest Forest Senior Citizens' Club, Crestline . . . . . (909) 338-5036  
Family Service Association,  
San Bernardino Valley and East End . . . . . (951) 342-3057  
Hi-Desert Meals-On-Wheels . . . . . (760) 245-7047  
Hinkley Citizens Club. . . . . (760) 253-4677  
Lucerne Valley Senior Center . . . . . (760) 248-2248  
Steel Workers Oldtimers,  
San Bernardino Valley and West End . . . . . (909) 829-0384



### **Transitional Assistance Department**

Administration . . . . . (909) 388-0245  
[www.sbcounty.gov/tad](http://www.sbcounty.gov/tad)

*CalWORKs, food stamps, Medi-Cal, general relief, cash aid,  
foster care, child care, social security-SSA/SSI*

Adelanto . . . . . (760) 530-2900  
Barstow . . . . . (760) 256-4374  
Colton . . . . . (909) 421-3108  
Del Rosa . . . . . (909) 475-8561  
Fontana . . . . . (909) 356-3221  
Hesperia . . . . . (760) 956-4697  
Needles . . . . . (760) 326-9260  
Ontario . . . . . (909) 933-6330  
Rancho Cucamonga . . . . . (909) 945-0999  
Redlands . . . . . (909) 335-0666  
San Bernardino, 4th St. . . . . (909) 252-4601  
San Bernardino, Massachusetts Ave. . . . . (909) 475-2074  
Twentynine Palms . . . . . (760) 361-4636  
Victorville . . . . . (760) 955-5840  
West End Medi-Cal Office . . . . . (909) 458-9466  
Yucca Valley . . . . . (760) 228-5372

### **Veteran Affairs**

Administration . . . . . (909) 387-5516  
. . . . . (866) 4SB-VETS  
[www.sbcounty.gov/va](http://www.sbcounty.gov/va)

### **Women, Infants and Children (WIC) Services**

WIC Services . . . . . (800) 472-2321  
*Nutrition, education and food supplement*  
[www.wicworks.ca.gov](http://www.wicworks.ca.gov)

### **Land Use**

Land Use Services  
*Planning and building permits*  
[www.sbcounty.gov/landuseservices](http://www.sbcounty.gov/landuseservices)

Barstow . . . . . (760) 256-4750  
Big Bear . . . . . (909) 866-0170  
San Bernardino . . . . . (909) 387-4131  
Twin Peaks . . . . . (909) 336-0640  
Victorville . . . . . (760) 843-4340  
Yucca Valley . . . . . (760) 228-5430

### **Special Districts**

Sewer backup/stoppage, open manholes . . . . . (760) 955-9885  
. . . . . (800) 554-0565  
Street light outages . . . . . (909) 387-5940



**Arrowhead Regional Medical Center** is a state-of-the-art, acute-care facility embracing advanced technology in all patient care. It is a Level II Trauma Center and the only Burn Center serving a four-county region. The Medical Center offers the latest in patient care by providing a full range of acute and psychiatric inpatient and outpatient services, and also offers primary care services at three off-campus community health centers.

Located immediately north of I-10 and Pepper Avenue in Colton, the main campus features an Omnitrans bus hub, making ARMC convenient and accessible to county residents.

### **Mass Transit**

Barstow Area Transit . . . . . (760) 256-0311/15  
Omnitrans . . . . . (800) 966-6428  
[www.omnitrans.org](http://www.omnitrans.org)  
MARTA (Mountain Area Regional Transit Authority)  
. . . . . (909) 548-1111/13  
[www.marta.cc/](http://www.marta.cc/)  
Metrolink . . . . . (800) 371-5465  
[www.metrolinktrains.com](http://www.metrolinktrains.com)  
Morongo Basin Transit . . . . . (800) 794-6282  
Victor Valley Transit Authority . . . . . (760) 948-3030  
SANBAG (San Bernardino Associated Governments)  
. . . . . (909) 884-8276  
*Freeway construction, transportation funding, freeway service  
patrol, call boxes, rideshare and rail crossings*

### **Public Works**

County Road System . . . . . (909) 387-8063  
*Closures, operation, maintenance, improvements*  
[www.sbcounty.gov/dpw/transportation](http://www.sbcounty.gov/dpw/transportation)  
Department of Public Works . . . . . (909) 387-8104  
*General Info: flood control, roads, traffic, solid waste*  
[www.sbcounty.gov/dpw](http://www.sbcounty.gov/dpw)



# Public Safety

Keeping every resident safe in California's largest county is a top priority and a geographic challenge. The San Bernardino County Fire Department protects more than 16,000 square miles — an area almost twice the size of the State of New Jersey — and the Sheriff's Department provides law enforcement to more than half of the county's 24 cities as well as all of the unincorporated areas. Below is the contact information for county offices that respond to disasters, offer emergency services, investigate crimes, administer justice and provide other public safety services.



## EMERGENCY..... 911

WeTip hotline  
[www.wetip.com](http://www.wetip.com)

*Report suspicious activity/crime anonymous reporting*

Hotlines:

Crime ..... (800) 78-CRIME  
Drugs ..... (800) 47-DRUGS  
Arson ..... (800) 47-ARSON  
Fraud ..... (800) US-FRAUD  
CalTIP hotline: poachers & polluters ..... (888) 334-2258  
[www.dfg.ca.gov/enforcement/caltip.aspx](http://www.dfg.ca.gov/enforcement/caltip.aspx)  
Child Abuse ..... (800) 827-8724  
[www.sbcounty.gov/dcs](http://www.sbcounty.gov/dcs)  
Elder Abuse ..... (877)-565-2020  
[hss.sbcounty.gov/daas](http://hss.sbcounty.gov/daas)  
Graffiti Removal ..... (877) 442-2283

## Law Enforcement

Coroner ..... (909) 387-2978  
[www.sbcounty.gov/sheriff/coroner/ /about\\_coroner.asp](http://www.sbcounty.gov/sheriff/coroner/about_coroner.asp)

## Courts

*Traffic tickets and courts information*  
[www.sbcounty.gov/courts/flash.asp](http://www.sbcounty.gov/courts/flash.asp)

District Attorney ..... (909) 387-8309  
*Consumer/insurance fraud, victim services, public integrity issues*  
[www.sbcounty.gov/da](http://www.sbcounty.gov/da)

## Family Violence Unit:

Central Region ..... (909) 387-6534  
West End ..... (909) 945-4245  
Desert ..... (760) 243-8643

## Victim Services Unit:

Central Region ..... (909) 387-6540  
West End ..... (909) 945-4241  
Desert ..... (760) 951-3413

Jails ..... (909) 350-2476  
[www.sbcounty.gov/sheriff/detentions/corrections.asp](http://www.sbcounty.gov/sheriff/detentions/corrections.asp)

Probation ..... (909) 387-5874  
[www.sbcounty.gov/probation](http://www.sbcounty.gov/probation)

Public Defender ..... (909) 382-7639  
[www.sbcounty.gov/publicdefender](http://www.sbcounty.gov/publicdefender)

Sheriff ..... (909) 387-3545  
[www.sbcounty.gov/sheriff](http://www.sbcounty.gov/sheriff)



## Public Safety Concerns

Animal Care/Control . . . . . (800) 472-5609  
[www.sbcounty.gov/acc](http://www.sbcounty.gov/acc)

Animals, dead on roadways . . . . . (909) 387-8063  
County Public Works

Disaster preparedness . . . . . (909) 386-8472  
Public education and tips  
[www.sbctfire.org](http://www.sbctfire.org)

Disaster Incident Information Line . . . . . (909) 355-8800

Fire Department . . . . . (909) 387-5974

Dispatch . . . . . (909) 356-3805  
[www.sbctfire.org](http://www.sbctfire.org)

Fish & Game Inland Desert Region . . . . . (909) 484-0167  
[www.dfg.ca.gov/regions/6](http://www.dfg.ca.gov/regions/6)

Hazmat . . . . . (909) 386-8401  
[www.sbctfire.org/hazmat/index.asp](http://www.sbctfire.org/hazmat/index.asp)

Mosquito/Insect Control . . . . . (909) 388-4600  
[www.sbcounty.gov/dehs/vectorcontrol](http://www.sbcounty.gov/dehs/vectorcontrol)

Office of Emergency Services . . . . . (909) 356-3998  
[www.sbctfire.org/oes](http://www.sbctfire.org/oes)

Pesticides, Pest Control Complaints . . . . . (800) 734-9459  
[www.sbcounty.gov/awm/pestprevention](http://www.sbcounty.gov/awm/pestprevention)

Tree removal – hazardous/dead/dying . . . . . (909) 336-7080  
[www.sbcounty.gov/dpw/land](http://www.sbcounty.gov/dpw/land)

## Weather and Road Conditions

California Highway Patrol . . . . . (800) TELL CHP  
[www.chp.ca.gov](http://www.chp.ca.gov)

CALTRANS/Highway Conditions . . . . . (800) 427-ROAD  
[www.dot.ca.gov](http://www.dot.ca.gov)

National Weather Service  
[www.nws.noaa.gov](http://www.nws.noaa.gov)



## Community Emergency Response Team

Following a major disaster, first responders who provide fire and medical services will almost certainly not be able to meet the overwhelming demand for these life-saving services. CERT classes are designed to give residents the knowledge and the skills they need to help themselves and their neighbors.

Residents interested in learning more about the CERT program may contact the Emergency Manager for their city or town, or, if in an unincorporated area, call (909) 356-3998 and ask for the CERT Coordinator.



## QUICK FACTS

### Sheriff-Coroner

- Dispatch Centers annually receive more than 1,100,000 calls
- Manages close to 6,000 inmates each day in county jails

### District Attorney

- The DA filed 71,338 cases in 2008 and has the highest per capita state prison commitment rate in the state

### Probation

- Supervises over 20,000 adult and approximately 5,000 juvenile offenders in the community





# Arts, Culture and Tourism

San Bernardino County boasts long-established artistic traditions. The Redlands Bowl Summer Music Festival premiered in 1923 and is the nation's oldest, continuous free classical music festival. New arts flourish too, thanks to capacity-building grants and programs. Our state-of-the-art libraries, museums, concert arenas and sports venues offer a broad menu of cultural and entertainment options. Primary arts, culture and tourism resources are listed below. For more detailed local information, check with your city or local chamber of commerce.



ARTS, CULTURE AND TOURISM

## Entertainment

Arrowhead Credit Union Ballpark,  
San Bernardino . . . . . (909) 888-9922  
[www.arrowheadcreditunionpark.com/baseball](http://www.arrowheadcreditunionpark.com/baseball)

Auto Club Speedway, Fontana . . . . . (800) 944-7223  
[www.autoclubspeedway.com](http://www.autoclubspeedway.com)

California Theatre, San Bernardino . . . . . (909) 885-5152  
[www.theatricalarts.com](http://www.theatricalarts.com)

Citizens Business Bank Arena, Ontario . . . . . (909) 244-5500  
[www.cbbankarena.com](http://www.cbbankarena.com)

Footlighters Theatre . . . . . (909) 793-2909  
[www.redlandsfootlighters.org](http://www.redlandsfootlighters.org)

Mavericks Stadium, Adelanto . . . . . (760) 246-6287  
[web.minorleaguebaseball.com](http://web.minorleaguebaseball.com)

Quakes Stadium, Rancho Cucamonga. . . . . (909) 481-5000  
[www.rcquakes.com](http://www.rcquakes.com)

Redlands Bowl . . . . . (909) 793-7316  
[www.redlandsbowl.org](http://www.redlandsbowl.org)

Redlands Symphony . . . . . (909) 748-8018  
[www.redlandssymphony.com](http://www.redlandssymphony.com)

San Bernardino Symphony Orchestra. . . . . (909) 381-5388  
[www.sanbernardinosymphony.org](http://www.sanbernardinosymphony.org)

San Manuel Amphitheater, Devore . . . . . (909) 880-6500  
[www.sbcounty.gov/parks](http://www.sbcounty.gov/parks)

Victoria Gardens Cultural Center, Rancho Cucamonga  
Lewis Family Playhouse . . . . . (909) 477-2752  
[www.vgculturalcenter.com](http://www.vgculturalcenter.com)

## Libraries

County Librarian . . . . . (909) 387-5720  
[www.sbcounty.gov/library/home](http://www.sbcounty.gov/library/home)

### County Branches:

Adelanto . . . . . (760) 246-5661

Apple Valley . . . . . (760) 247-2022

Barstow . . . . . (760) 256-4850

Big Bear Lake . . . . . (909) 866-5571

Bloomington . . . . . (909) 877-1453

Carter High School, Rialto . . . . . (909) 854-4100, x28148

Chino . . . . . (909) 465-5280

Chino Hills . . . . . (909) 590-5380

Crestline . . . . . (909) 338-3294

Fontana . . . . . (909) 574-4500

Grand Terrace. . . . . (909) 783-0147

Hesperia . . . . . (760) 244-4898

Highland . . . . . (909) 425-4700

Joshua Tree . . . . . (760) 366-8615

Kaiser High School, Fontana . . . . . (909) 357-5900, x8029

Lake Arrowhead . . . . . (909) 337-3118

Loma Linda . . . . . (909) 796-8621

Lucerne Valley . . . . .	(760) 248-7521
Mentone . . . . .	(909) 794-0327
Montclair . . . . .	(909) 624-4671
Needles . . . . .	(760) 326-9255
Rialto . . . . .	(909) 875-0144
Running Springs . . . . .	(909) 867-3604
Serrano High School, Phelan . . . . .	(760) 868-0583
Summit High School, Fontana . . . . .	(909) 357-5950, x3024
Trona . . . . .	(760) 372-5847
Twentynine Palms. . . . .	(760) 367-9519
Wrightwood . . . . .	(760) 249-4577
Yucaipa . . . . .	(909) 790-3146
Yucca Valley . . . . .	(760) 228-5455



### The Sam J. Racadio Highland Library and Environmental Learning Center

opened in the spring of 2008 and was designed to meet LEED Gold Certification standards. The energy-efficient, 30,000-square-foot facility has a roof-mounted solar panel array and a 15,000-square-foot roof garden with drought-tolerant plantings. It is the only public library in California to provide and promote environmental education through an Environmental Learning Center.

The library also features a multimedia presentation area, conference room, wet lab, exhibit hall, animal exhibit, exhibit preparation room, and offices for environmental education staff.



**Citizens Business Bank Arena** opened in October 2008. This state-of-the-art, 225,000-square-foot facility hosts Ontario Reign ice hockey and a variety of other sporting competitions, concerts, family shows, special events, and community activities as well as private events. The Arena can accommodate capacities of 11,089 for concerts, 9,736 for ice hockey and 10,832 for basketball. The venue is located in Ontario between Haven Avenue, Milliken Avenue and Fourth Street off the I-10 Freeway.

## QUICK FACTS

### Regional Parks

- County parks cover 9,200 acres and contain more than 22 miles of trails
- Mojave Narrows Regional Park boasts over 15,000 species of wildlife and is the only wetland for habitat in the high desert

### Movies filmed in San Bernardino County

- The Bucket List - filmed in Fontana (Auto Club Speedway)
- Iron Man - filmed in Fontana (California Steel Mill)
- Into The Wild - filmed in Needles (Moabi Regional Park)
- The Aviator - filmed in San Bernardino (San Bernardino International Airport)



## Arts, Culture & Tourism

### Museums and Historic Places

San Bernardino County Museum, Redlands . . . (909) 307-2669  
[www.sbcountymuseum.org](http://www.sbcountymuseum.org)

Agua Mansa Pioneer Cemetery, Colton . . . . . (909) 370-2091

Asistencia, outpost of the Mission San Gabriel,  
Redlands . . . . . (909) 793-5402

John Rains House, Rancho Cucamonga . . . . . (909) 989-4970

Yorba and Slaughter Families Adobe, Chino . . . (909) 597-8332

Yucaipa Adobe, Yucaipa . . . . . (909) 795-3485

### National Forests and Parks

San Bernardino National Forest . . . . . (909) 382-2600  
[www.fs.fed.us/r5/sanbernardino](http://www.fs.fed.us/r5/sanbernardino)



### Auto Club Speedway

The Redevelopment Agency works to expand economic opportunity in specific areas of the county. After the closure of the Kaiser Steel Mill in Fontana, the Agency redeveloped more than 3,400 acres, which include the Auto Club Speedway and several large industries, employing thousands. In use 200 days a year, the Speedway brings economic stimulus to the region, supporting local businesses, hotels, restaurants and shopping centers. In a single year of events, the Speedway pumps more than \$210 million into the regional economy.

The Redevelopment Agency continues to encourage economic growth by revitalizing various communities in the high desert, mountains, central and west-valley areas of the county.

Mojave National Preserve. . . . . (760) 252-6100  
[www.nps.gov/moja](http://www.nps.gov/moja)

Joshua Tree National Park . . . . . (760) 367-5500  
[www.nps.gov/jotr](http://www.nps.gov/jotr)

### Regional Parks and Preserves

*Camping reservations, book online at [www.sbcountyparks.com](http://www.sbcountyparks.com) or contact the individual park to reserve picnic shelters*

Big Morongo Canyon Preserve, Morongo Valley . (760) 363-7190

Calico Ghost Town Regional Park, Yermo . . . . (800) TO-CALICO

Cucamonga-Guasti Regional Park, Ontario. . . . (909) 481-4205

Glen Helen Regional Park, San Bernardino . . . . (909) 887-7540

Lake Gregory Regional Park, Crestline . . . . . (909) 338-2233

Moabi Regional Park, Needles . . . . . (760) 326-3831

Mojave Narrows Regional Park, Victorville . . . . (760) 245-2226

Mojave River Forks, Hesperia . . . . . (760) 389-2322

Prado Regional Park, Chino . . . . . (909) 597-4260

Yucaipa Regional Park, Yucaipa . . . . . (909) 790-3127

### State Parks

[www.parks.ca.gov/parkindex/results.asp](http://www.parks.ca.gov/parkindex/results.asp)

Chino Hills . . . . . (951) 780-6222

Providence Mountains . . . . . (760) 928-2586

Silverwood Lake . . . . . (760) 389-2281

### Tourism

California State/Inland Empire Welcome Center (909) 891-1874  
[www.cwcinlandempire.com](http://www.cwcinlandempire.com)

San Bernardino Convention and Visitors Bureau (800) 867-8366  
[www.san-bernardino.org](http://www.san-bernardino.org)

### Market Nights

#### Seasonal

Big Bear Lake, (Tues 8:30 am-1 pm). . . . . (760) 247-3769

San Bernardino, Perris Hill Park, (Tues 6-9:30 pm) (909) 844-7731

Upland in Downtown, (Thurs 5-9 pm) . . . . . (909) 949-4499

#### Year-round

High Desert, Victor Valley College  
(Thurs 8 am-12 pm) . . . . . (760) 247-3769  
[www.highdesertfarmersmarket.com](http://www.highdesertfarmersmarket.com)

Loma Linda on Barton Rd., (Sun 8 am-1 pm) . . . (909) 799-2828

Redlands on State St., (Thurs 6-9 pm) . . . . . (909) 798-7629

## QUICK FACTS

### Airports

- Provides for the management, maintenance, and operation of six general aviation airports





# Economic Development and Business Services

San Bernardino County offers one of the nation's most sophisticated transportation networks linking major markets across the nation and the Pacific Rim and providing a strong foundation for competitive businesses across an array of industries. Partner this foundation with the region's abundant workforce, educational opportunities, training programs, business incentives and overall quality of life, and you have a regional powerhouse able to weather temporary challenges and poised for structured expansion. San Bernardino resources are shovel-ready for the continued economic vitality of the region into the coming decades.



**ECONOMIC DEVELOPMENT  
AND BUSINESS SERVICES**

## Airports

County Airport System . . . . . (909) 387-8810  
[www.sbcounty.gov/Airports](http://www.sbcounty.gov/Airports)

Apple Valley	Baker	Barstow-Daggett
Chino	Needles	Twentynine Palms

Ontario International Airport . . . . . (909) 937-2700  
[www.lawa.org](http://www.lawa.org)

San Bernardino International Airport . . . . . (909) 382-4100  
[www.sbdairport.com](http://www.sbdairport.com)

Southern California Logistics Airport, Victorville. . (760) 243-1900  
[www.logisticsairport.com](http://www.logisticsairport.com)

## Employment

CalJOBS — State  
[www.caljobs.ca.gov](http://www.caljobs.ca.gov)

California Employment Development Department  
*Jobs/training/UI claims*  
[www.edd.ca.gov](http://www.edd.ca.gov)

Human Resources Job Line . . . . . (909) 387-5611  
[www.sbcounty.gov/hr](http://www.sbcounty.gov/hr)

### JOBS

Workforce Development Department . . . . . (800) 451-JOBS  
*Services to job seekers and businesses, job training assistance*  
[www.csb-win.org](http://www.csb-win.org)

### Employment Resource Centers

Hesperia . . . . .	(760) 949-8526
Rancho Cucamonga . . . . .	(909) 941-6500
San Bernardino . . . . .	(909) 386-0884

## Industry/Investments

Business Resources . . . . . (909) 387-4700  
[www.OpportunityCA.us](http://www.OpportunityCA.us)

Redevelopment Agency . . . . . (909) 387-9804  
[www.sbcounty.gov/rda](http://www.sbcounty.gov/rda)

### Business Support

Architecture and Engineering . . . . . (909) 387-5000  
*Solicit design services and bids for county construction projects*  
[www.sbcounty.gov/ae](http://www.sbcounty.gov/ae)

Clerk of the Board of Supervisors . . . . . (909) 387-3841  
*Business licenses for entities operating in unincorporated areas of the county*  
[www.sbcounty.gov/cob](http://www.sbcounty.gov/cob)

Economic Development Agency. . . . . (909) 387-4700  
[www.OpportunityCA.us](http://www.OpportunityCA.us)

Inland Empire Film Commission . . . . . (951) 779-6700  
*Location research and film permits*  
[www.filminlandempire.com](http://www.filminlandempire.com)

Purchasing . . . . . (909) 387-2060  
*Manage purchase of goods and services: county mail, printing and surplus property*  
[www.sbcounty.gov/purchasing](http://www.sbcounty.gov/purchasing)

U.S. Small Business Administration (SBA). . . . . (800) 827-5722

Workforce Investment Assistance. . . . . (800) 451-5627  
*Employer services, employee recruitment, training, job fairs, labor market information*  
[www.csb-win.org](http://www.csb-win.org)



# Important Numbers At A Glance

**EMERGENCY . . . . . 911**

Non-emergency health & social service referrals **211**

. . . . . or (888) 435-7565

Behavioral Health Call Center . . . . . (888) 743-1478

Child Abuse Hotline. . . . . (800) 827-8724

Domestic Violence. . . . . (800) 799-7233

Elder Abuse Hotline. . . . . (877) 565-2020

Illegal Dumping . . . . . (800) 78-CRIME

Disaster Incident Information Line. . . (909) 355-8800

## Emergency Alert System (EAS) Radio Stations

Big Bear Valley . . . . . 93.3 FM KBHR

High Desert . . . . . 98.9 FM KHWY

Morongo Basin, Joshua Tree . . 107.7 FM KCDZ

Valley/High Desert . . . . . 95.1 FM KFRG

Victor Valley . . . . . 102.3 FM KZXY

211 Service provided by Inland Empire United Way

Space below for your own personal numbers and contact information.

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

